



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending September 30, 2009**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.30	6.90	8.30	7.17
B. Operator Answer Time - Information [730.510(a)(1)]	6.30	6.90	8.30	7.17
C. Repair Office Answer Time [730.510(b)(1)]	18.17	16.15	11.01	15.11
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.88	4.44	2.73	7.68
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	97.10%	99.03%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.50%	99.40%	98.60%	98.83%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.70	0.70	0.60	0.67
H. Percent Repeat Trouble Reports [730.545(c)]	8.00%	6.60%	11.10%	8.57%
I. Percent of Installation Trouble Reports [730.545(f)]	2.80%	3.90%	6.30%	4.33%
J. Missed Repair Appointments [730.545(h)]	1	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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